**Projects with Call Center Data:**

Sentiment Analysis Projects:

* Call Transcription - text data - review and label - create a sentiment analysis to see if they are satisfied with it or not - develop a model - deploy and manage it
* Get feedback from the customers after each call and group them into buckets to see if they are satisfactory or not. Sentiment analysis can be done in the feedback or if feedback is in the form of 1 -5 buckets is enough and we can aim to reduce the negative groups
* Generalize tickets based on their description, if they contain certain words, they can be put into bucket, and it can be analyzed by a particular team member who is experienced in that

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**Key Aspects to investigate:**

A dashboard can be built to analyze the following KPIs

* First call resolution (in-bound)
* Average hold time (in-bound)
* Average wait time (in-bound)
* Average talk time
* Net promoter score
* Average dwell time
* Call volume
* Phone Queue
* Days that we are receiving most of the calls
* Average response time
* Number of calls attended per agent daily basis
* Abandon rate

Also, we can look at the number of tickets created, solved, opened, reopened, deleted and other statuses and aim at reducing reopened for the first case.

**Time Series Forecasting for Call Center Data:**

* Forecasting where this value will go in future quarters
* Identifying key values that determine this value

1. Average speed to answer (ASA)

Can be found in combination with:

1. Call volume
2. Number of operators
3. Length of calls

Target feature - ASA

Call Volume, Number of operators, Length of calls - training features

Visualize between Length and frequency (Issue Summary Length Distribution) – (Issue Description Length Distribution)

Timeline

Description automatically generated

Here we are predicting the priority of the ticket

Create ticket = df[‘clean summary’] + df[‘Description’]

Find similarities and identical issues between the tickets :